



MEDIATION^{Spring 2004}news

MARYLAND COMMISSION ON HUMAN RELATIONS NEWSLETTER

contents

Mediations in
Western MD

Spring is in
the Air!

Trainer
Spotlight

Calendar

Over the mountain and through the woods, to Hagerstown we go!



I have always attempted to resolve disputes in the early stage of the investigation, so I am truly excited about our formal mediation process. A few mediators have come to the **Western Maryland field office** and I have been impressed with the professionalism of all of them. If you have yet to visit our Hagerstown location, it's an easy and scenic drive. It's only over the mountain, through the woods and into the friendly valley. Mediations are held right in the MCHR office in downtown Hagerstown, where parking is only \$.25/hr in the heart of the town with good restaurants, lovely clothing and gift boutiques, and only a few minutes drive to the Prime Outlets (a not-to-miss secondary stop for many mediators!).

More and more people outside of the Baltimore metropolitan area are hearing about the values of the mediation process...in fact, we have more than doubled our number of mediation cases. We would love to see that number continue to increase and with your help we can make it happen! So take a chance – take a drive, volunteer to travel to the Hagerstown office, where there is always candy on the conference table in a friendly small town atmosphere.

~Catherine Skaggs, Investigator
Hagerstown MCHR Office

Spring is in the Air!

Spring cleaning time isn't just for clearing out your closets and sweeping away the cobwebs in your attic...here at MCHR it's also about dusting off our mediation skills and polishing our techniques to a high shine! MCHR recently received a grant from The Maryland Mediation and Conflict Resolution Office (MACRO) to provide advanced training to our current roster of volunteer mediators. With these grant funds, MCHR hired two fabulous trainers who will be leading a series of Spring training courses from March through May of this year.

These courses will be followed up by two open forum sessions in the Fall where volunteers will be able to address program concerns, follow up on the skills they learned in the Spring training sessions, and network with other MCHR volunteer mediators. *We are thrilled to have both Lorig Charkoudian, Ph.D. from the Maryland Association of Community Mediation Centers (MACMC) and Louise Phipps Senft, Esq. from the Baltimore Mediation Center heading up our Spring Training Extravaganza!* Call today if you haven't yet signed up for these exciting trainings. See below for more info on both Lorig and Louise. ▼

Trainer Spotlight

Louise Phipps Senft is the founder of the Baltimore Mediation Center, the first mediation firm in Maryland. She has mediated over 1,500 disputes and has trained thousands of professionals across the country in the transformative approach to mediation. She is an Associate with the Institute for the Study of Conflict Transformation, and was voted "Baltimore's Best" mediator, 2002 by Baltimore Magazine. She is adjunct faculty at the University of Maryland School of Law and was appointed by Chief Judge Bell of the Court of Appeals to the Maryland ADR Commission and to serve as Chair of its Family Mediation Initiative.



Lorig Charkoudian, Ph.D. is the Director of Research and Training for the Maryland Association of Community Mediation Centers (MACMC). She has

trained hundreds of mediators all over Maryland as well as police, judges, and social workers. Lorig received her Ph.D. in Economics from Johns Hopkins University. The focus of her research was on the public cost of conflict and the cost savings of mediation to the Baltimore City Police Department. Lorig serves as an adjunct professor at the University of Baltimore in the Negotiations and Conflict Management Program. Lorig rides a motorcycle and serves as mama to her very sweet baby girl, Aline.



MEDIATION *news* page 2

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2004 CALENDAR

REMAINING SPRING TRAINING CALENDAR

APRIL 2004

4/20, 3p – 7p ~ Best Practices for
Creating Conflict Shifts in Mediation
(with Louise Phipps Senft, Esq.)
4/30, 9a – 1p ~ Effective Questioning
& Feedback Focus (with Lorig
Charkoudian, Ph.D.)

MAY 2004

5/21, 9a – 1p ~ Agreement Writing:
Everything You Need to Know! (with
Louise Phipps Senft, Esq.)
5/24, 12:30p – 4:30p ~ Power
Imbalances & Private Sessions
(with Lorig Charkoudian, Ph.D.)

**All training sessions will be held in the
Baltimore office, 6 St. Paul St., Schaefer
Tower, 9th floor. Class size is limited,
please call Tara Letwinsky at 410-767-
6459 to register.*

APRIL 15-17

Dispute Resolution Section of the ABA Annual Conference, NYC
(202) 662-1687

MAY 5-8

National Conference on Conflict Resolution Education, Ohio
www.state.oh.us/cdr/NCRE.html

MAY 12-15

Assoc. of Family & Conciliation Courts Annual Conference
San Antonio, TX (608) 664-3750

JUNE 2-4

The Federal Mediation and Conciliation Service Annual
Labor/Management Conference, Chicago, IL, www.fmcs.gov

JUNE 24-25

The Center for Alternative Dispute Resolution 16th Annual
Conference, Greenbelt, MD, (301) 776-6055 or
www.natlctr4adr.org

SEPT. 29-OCT. 2

ACR's ANNUAL CONFERENCE, Sacramento, CA
(202) 464-9700

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